

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
APRIL 2016**

<p>COMMENT # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p align="center"><u>1</u> <u>4/1/2016</u> <u>Email</u> <u>Elaine McMillion</u> <u>Admin Support Specialist</u> <u>4/1/2016</u></p>	<p>Hello... do you accept book donations. If so, are there certain types you would not take, etc.</p>	<p>Thank you for contacting us regarding book donations. All book donations go to one of our support groups: The Friends of the Library. They have a bookstore at the Central Library and you can drop off your donations there any time. The store is open Monday through Saturday from 10:30am to 4:30 pm and Sundays from 1:00pm to 4:00pm. If the store is closed you may leave your donations in the red bins that are outside the door to the bookstore, just inside the Library lobby. We have a Librarian on staff who works with the Friends to find donated items that would benefit the library's collection of circulating books. All proceeds from the Friends Bookstore benefit the library. Thank you for your support.</p>
<p align="center"><u>2</u> <u>4/6/2016</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>4/6/2016</u></p>	<p>I may want to rent a movie. What are the rental periods for the various DVD and Blue Rays that you have available? I ask this because I see online that the particular movie that I looked up says "one day rental". I can't run back and forth to the library every day.</p>	<p>The rental collection checks out for 1 day with a payment of \$1.00 at the time of checkout. The item is due the next day. There is a \$1.00 a day overdue fine which is charged for each day that it is kept past the due date. We also have a large collection of movies on DVD and BluRay that are a little older. These films checkout for 7 days at no charge. There is a charge of 25 cents per day for each day that it is kept past the due date. Thank you for using the Library.</p>

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<p><u>3</u> <u>4/14/2016</u> <u>Email</u> <u>Natalie Basmacyan</u> <u>Adult Services Coordinator</u> <u>4/14/2016</u></p>	<p>Good Afternoon, I am researching my family line. I am trying to find obituaries on people who died in your area. Do you have access to obits and how is the best way for me to get them. By email or regular mail. Thank you so much.</p>	<p>Thank you for contacting the Newport Beach Public Library regarding genealogy resources. NBPL subscribes to the Ancestry Library Edition and Heritage Quest Online databases. Ancestry may only be accessed in one of the four library buildings, and Heritage Quest may be accessed remotely through the website. Also, we have local newspapers on microfilm which can be searched by staff or you. Other databases which may also be useful are the Proquest current and historical newspapers. You may set up a 30-day temporary library card online to begin using the remote-access databases. You will need to bring a valid photo ID to one of the NBPL locations to obtain your full-access, permanent library card. The databases are located under the eBranch tab on the website. You will need to enter your library card number to access the databases. Please email anything you would like us to research for you. Generally, we need 3-5 days to complete a search. Please let me know if we can assist further with this inquiry. Sincerely.</p>
<p><u>4</u> <u>4/12/2016</u> <u>Email</u> <u>Natalie Basmacyan</u> <u>Adult Services Coordinator</u> <u>4/14/2016</u></p>	<p>Does the Newport Beach Public Library have a 3mm Slide Projector that can be used at the library to view personal 3mm slides that are brought in? I am trying to sort through slides so I do not have to convert all of them to a digital format when I do not want them all. Thanks.</p>	<p>Thank you for contacting the Newport Beach Public Library. The Library does not have a slide projector. We do, however, have a digital slide and photo scanner in the Media Lab at the Central Library. You may view slides on a full-size computer monitor. The Media Lab computers and equipment are free to use with a Newport Beach Public Library card. Cards are free for any California resident. I attached the library card application form for you. You may also set up a free 30-day temporary card online if you would like to use the online resources. If you decide to use the digital scanner, we recommend making a reservation for the workstation so you can plan your project. Here is the link to make a reservation: http://newportbeachlibrary.org/services/media Please let me know if we may be of further assistance. Sincerely.</p>

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<u>5</u> <u>4/26/2016</u> <u>Comment Card</u> <u>Debbie Walker & Rebecca Lightfoot</u> <u>Youth/Branch Serv Coord & Brnch Lib</u> <u>4/27/2016</u>	Alex at the Irvine Street Branch (Mariners), is outstanding! He couldn't have been more helpful!	The customer comment form you filled out regarding Alex at Mariners Library was passed on to me. You said that Alex was outstanding and "couldn't have been more helpful." I have let Alex and his supervisor Rebecca Lightfoot know about your kind words and do appreciate you taking the time to share your experience with us. All of us here at the Newport Beach Library system strive to provide the best experience possible for our library customers so it is gratifying when someone makes the effort to let us know. Again, thanks for taking the time to contact us. Thank you so much for your comments regarding your recent experience here at the Mariners Library. I'm so glad to hear how happy you were with Alex's assistance. Thank you for taking the time to let me know. Please do not hesitate to contact me if you have any other questions or concerns. Thank you.